GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

ELECTIONS – Establishment of State Contact Centre – Procurement of Software – Sanction of Expenditure for an amount of **Rs.17,46,400/-** - Orders – Issued.

GENERAL ADMINISTRATION (ELECTIONS.C) DEPARTMENT

G.O.RT.No. 603 Dated: 20-03-2020.

Read the following

1. Govt. Lr.No.GADE 13023/2/Elecs.C/A1/2018, Dt.28-11-2018.
2. From M/s Akshara Enterprises India Pvt. Ltd., Vijayawada, Invoice No.ARIAP-18100209, Dated:09-01-2019.
3. G.O.Rt.No.150., Finance (FMU-GAD-I)Dept, dated:21.01.2020.

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O R D E R :

In the reference 1st read above, after calling quotations from three firms, M/s Akshara Enterprises India Pvt., Ltd., Vijayawada who have quoted lowest rates were selected for providing of Software for State Contact Centre at Vijayawada, as detailed below:

S.No.	Configuration	Quantity	Unit Price (exclusive taxes)	Total Price (exclusive taxes)
01.	Avaya Call Centre solution with • 1 PRI • 10 Agents with soft phones & Headsets • 64 party Meet Me Conference • Call Recording • IVR • Call Reporting • 1 year Warrenty	1	14,80,000	14,80,000
02.	Additional 1Agent License (Optional for Future Expansion)	1	76,000	76,000

2. A Technical Committee has been constituted to examine the technicalities of the software provided in the State Call Centre. The committee in its reports has informed that the charges mentioned in the invoices towards Project Management is not relevant in the Call Centre Solution provided by the agency and need not be considered.

3. After careful examination of the matter, sanction is hereby accorded for an amount of **Rs.17,46,400/- (including GST)(Rupees Seventeen lakh forty six thousand and four hundred only)** to M/s Akshara Enterprises India Pvt. Ltd., Vijayawada towards providing of Contact Centre Sollutations to the State Contact Centre established at Vijayawada, duly deducting an amount of **Rs. 89,680/-** towards Project Management charges.

4. The expenditure sanctioned in para (3) above shall be debited to **"2015 – Elections – M.H.108 – Issue of Photo Identity Cards to Voters – SH (04) – Photo Identity Cards to Voters – 210 – Supplies and Materials – 211 – Material and Supplies"** from the funds provided vide G.O.3rd read above.

5. The General Administration (Claims.B) Department is requested to draw the amount sanctioned in para (3) above and credit in favour of **M/s Akshara Enterprises India Pvt. Ltd., Vijayawada A/c No.50200028499367, HDFC Bank, Jubilee Hills Branch, Hyderabad, IFSC Code No.HDFC0003817, PAN No.AAPCA1720R.**

6. This order does not require the concurrence of Finance Department.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

K.VIJAYANAND
CHIEF ELECTORAL OFFICER &
E.O. PRINCIPAL SECRETARY TO GOVERNMENT

To
M/s Akshara Enterprises Pvt. Ltd., Vijayawada.
The General Administration (Claims.B) Department.(We.)
The Deputy Pay and Accounts Officer, Secretariat, Velagapudi.
Copy to:
The Finance (FMU-GAD.I) Department.
The Accountant General, A.P., Vijayawada.
Sf..Sc.

//FORWARDED:: BY ORDER//

SECTION OFFICER